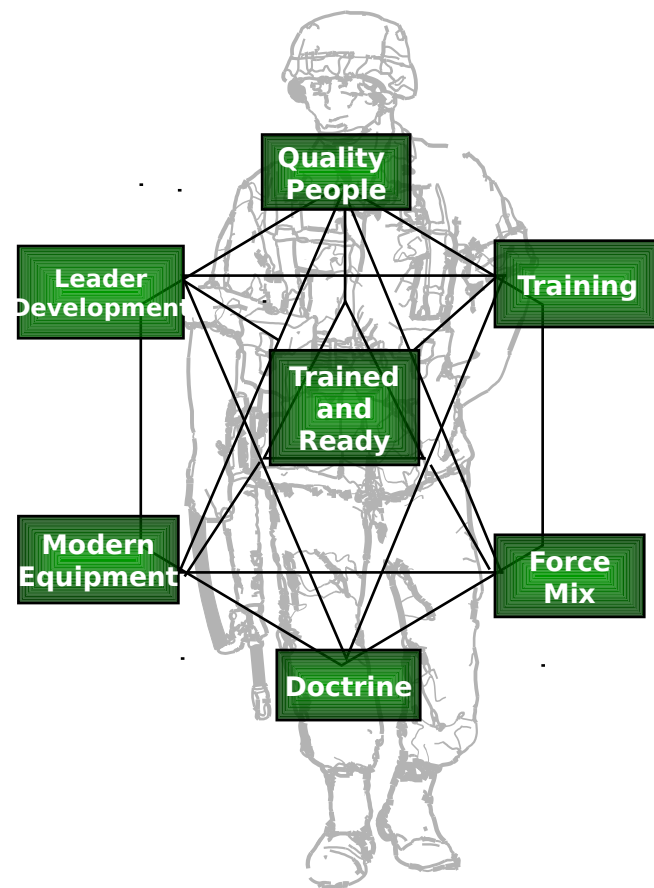


# U.S. Army Research Institute for the Behavioral and Social Sciences



**External Evaluation Survey  
22 February 2001**

***Presented to: ADCST***



*"... the soldier remains the centerpiece of our formation."  
Army Vision Statement, 12 October 1999*



# Overview

- **Status of External Evaluation Programs**
  - **Overview of Telephone Interviews**
  - **Bases of Current Programs**
  - **Trends in Comments**
- **ARI's Recommendations**
- **Software Comparisons**
- **Software Issues**
- **ARI Demonstration**



# Overview of Telephone Interviews

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- **Conducted telephone interviews with points of contact at 26  
TRADOC Schools and 3 Centers**
  - **12 have a current or planned external evaluation program**
  - **17 do not have a program**
- **Contacted distance learning coordinators in FORSCOM and PERSCOM: No interest in surveys related to content.**



# Bases of Current Programs

- **6 current web-based programs**
  - **3 course-specific: Intelligence School, Transportation School, and Soldier Support Institute (AG and Finance)**
  - **3 generic: Infantry School, Military Police School, and Western Hemisphere Institution for Security Cooperation**
- **3 planning web-based course-specific programs: Chemical School, JFK Special Warfare Center and School, and Warrant Officer Career Course**
- **3 paper-based programs: Academy of Health Sciences (also moving to web), Defense Language Institute, and Sergeants Major Academy**



# Trends in Comments

- **No enthusiasm for two-pronged survey program (generic and course specific)**
- **Reasons for no program**
  - **Lack of staff (virtually unanimous)**
  - **ODARS sufficient**
  - **Course revisions driven by equipment/system upgrades**
  - **Low enrollment**
- **Favorable opinion of ODARS**
  - **Cited positively (without prompt) by 8 POCs**
  - **Illustrates opinion of appropriate level of detail**



# Trends in Comments (cont.)

- **Recurring problems with return rates**
  - **Need command emphasis**
  - **Need personnel to follow up**
  - **Need accessible survey format**
  
- **Schools with no program generally think that external feedback would be desirable**
  - **Not universal agreement: low density, ODARS sufficient**
  - **Provide stability**



# ARI's Recommendations

- **Raosoft is recommended for the following reasons:**
  - **Money invested**
  - **Time investment**
  - **People investment**
  - **Proven track record**
  - **Current work supported**
  - **Development of Automated Generator and Handbook for**  
**on-going work**
  - **Purchase of “Unlimited Master License within TRADOC”**



# Software Comparisons

- **Approximately 20 software packages were considered, with 10 being ruled out immediately due to their not being able to support things like web-based surveys, inability to branch, and no statistical package.**
- **In addition to Raosoft, three other software packages were seriously considered based on interview comments:**
  - **Survey Tracker**
  - **Survey Pro**
  - **Perseus**





# Software Issues

- **All software packages were compared to the following:**
  - **Survey administration by web, diskette, and LAN**
  - **Prevention from taking survey more than once**
  - **Branching capability**
  - **Number of survey templates**
  - **Number of questions in library**
  - **Ability to download file to temp directory on PC to create exe.**
  - **Variable, value labels are created automatically**
  - **Centering capability**
  - **Prename fields**
  - **Page name automatically changes**
  - **Allows the word "finish" to appear when document is complete**
  - **Color text**
  - **If then logic is supported**



# **Software Issues (cont.)**

- **Statistical package included**
- **Recoding capability**
- **Control fonts/colors regardless of html, java, e-mail, & diskette**
- **Force responses**
- **Supports 1500-1800 questions**
- **Database type**



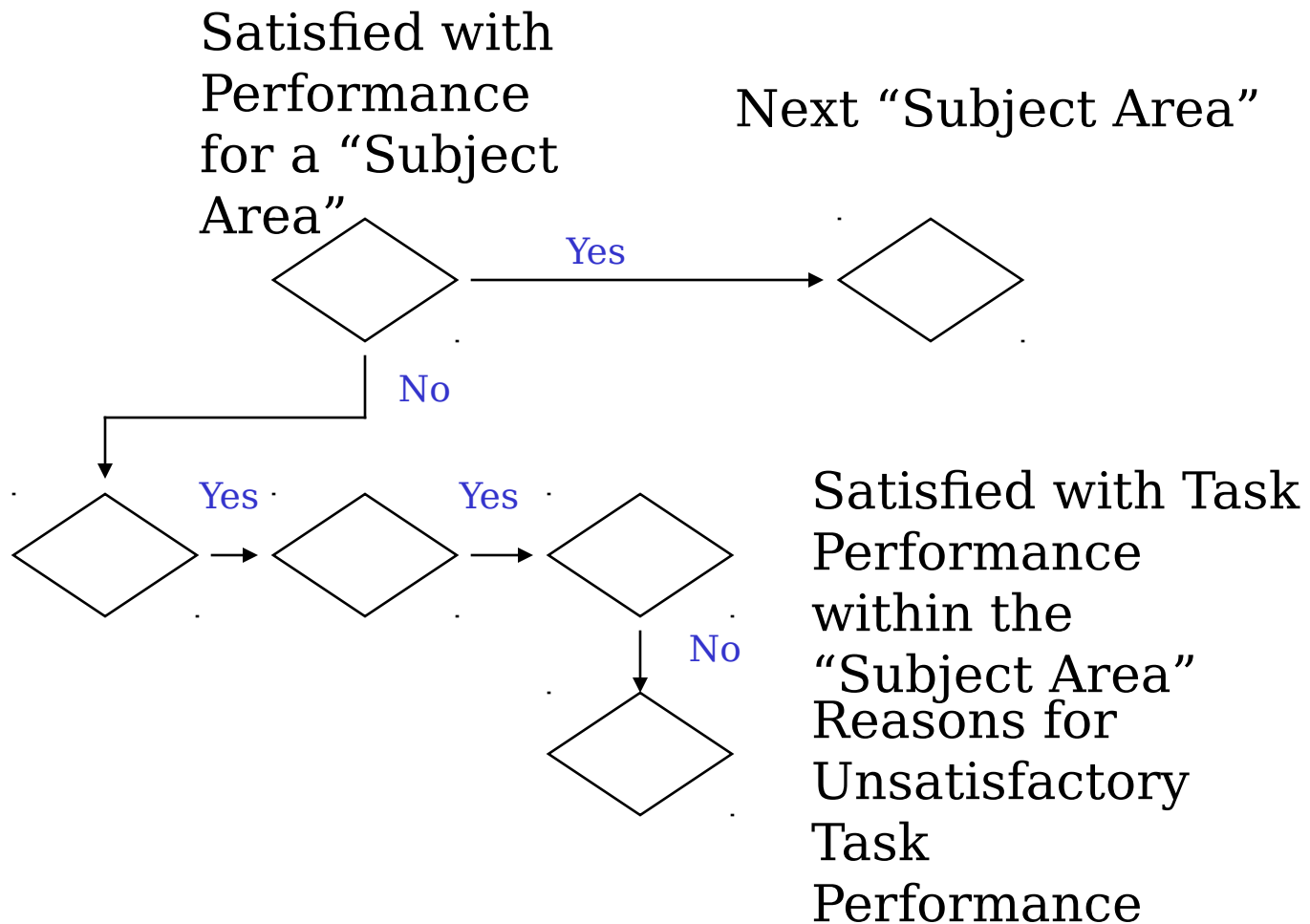
# ***External Evaluation Survey***

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- Minimal Background/Demographics
- Measures satisfaction with Overall Performance, Subject Area Performance, and Task Performance (selected tasks)
- Collects reasons for dissatisfaction with task performance (selected tasks)



# ***External Evaluation Survey***





# ***External Evaluation Survey***

## Preliminary List of Reasons for Unsatisfactory Task Performance

- **Course did not train this task well enough**
- **Course did not train this task at all**
- **My unit uses DIFFERENT EQUIPMENT than soldiers were trained on in the course**
- **My unit uses DIFFERENT PROCEDURES than soldiers were trained on in the course**
- **Soldiers generally lacked the physical strength or endurance**
- **Soldiers generally lacked the Skill/Knowledge**



# ARI Demonstration

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# DEMO